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ATTACHMENT A

Attachment A**Composition of Community Based Organization Arrears Case Management Pilot Working Group**

1. **Convenor.** Pacific Gas and Electric Company (PG&E) shall convene and manage the CBO Pilot Working Group.
2. **Composition.**
 - a. From each Investor-Owned Utility (IOU), one representative.
 - b. From each IOU service territory, one Community Choice Aggregator (CCA).
 - c. From each targeted region (Southern California, Central California, Northern California), one Community Based Organization (CBO), with the goal of incorporating CBOs with a diverse mix of perspectives and experience, including work with Access and Functional Needs populations, elderly communities, communities of color, and others. Experience working in energy should not be a prerequisite.
 - d. From each IOU service territory, one representative of Tribal communities.
 - e. At least one representative from the Commission's Energy Division
 - f. Low Income Oversight Board Member or designee.*
 - g. Disadvantaged Communities Advisory Committee Board Member or designee.*
 - h. Self-Help Enterprises representative to share lessons learned from their work on San Joaquin Valley pilot.*

*PG&E and CBO Pilot Working Group shall strive to include members from any of these organizations/groups to gain lessons learned and draw connection with broader work in the Commission

(END OF ATTACHMENT A)

ATTACHMENT B

Attachment B**Straw Proposal and Questions to Be Addressed by Community Based Organization
Arrears Case Management Pilot Working Group****3. Questions.**

- a. Should the IOU CBO Network Database and Map include additional CBOs contracted by the IOUs for Demand Side Management Programs?
 - b. Should the CBO Pilot scope of work include outreach and education or focus exclusively on case management?
 - c. Do the targeted communities contain sufficient numbers of households likely to result in approximately 12,000 customers being served by the CBO Pilot?
 - d. How should the CBOs contracted for in the CBO Pilot coordinate with and leverage LIHEAP Local Service Providers, CHANGES CBOs, or CARE Capitation contractors in their work?
 - e. Which types of population are in the communities targeted for the CBO Pilot? Do the existing CBOs serving the communities targeted for the CBO Pilot have expertise in working with the particular populations in the communities targeted for the CBO Pilot?
4. **Scope.** Case management defined as repeated interventions with a customer over time until the customer's arrearage is either eliminated or a concrete plan to eliminate the arrearage over time is established, and the customer is able to execute the plan, and manage current bills going forward.
5. **Pilot Size.** How many participants should be included in the two-year pilot? Please include recommendations for number of participants in the pilot for each IOU, and approximate number of CBOs that would be required to address the unique needs of each unique population within each community targeted for the CBO Pilot.
6. **Eligibility.**
- a. Limit to customers located (by service address) in one of the zip codes associated with the highest electric affordability ratios for the median

household (AR50) and who have outstanding electric, gas, or both electric and gas utility bill debt.

- b. While any customer located in one of the zip codes associated with the highest electric affordability ratios for the median household (AR50) with outstanding debt is eligible, each utility will review and scan customer accounts that will receive disconnection notices in the next one to three months, in targeted communities listed in Attachment D, in the same manner IOUs targeted customers for ERAP case management. IOUs shall directly outreach to and refer customers to CBOs working in the CBO Pilot.
7. **Budget.** What should the budget for the CBO Program annually be? Please include administration, direct payments to CBOs, and professional evaluation in the budget. Detail recommendations for budget for each participating CBO and how the appropriate total budget amount for each IOU contracting with the CBOs.
8. **Payment Structure.** The CBO Pilot Working Group should consider a grant model of payment for selected CBOs, where CBOs are paid upfront for their work. The Working Group shall identify initial and subsequent grant amounts that allow for training and capacity building of the CBOs, in addition to direct services to utility customer clients.
9. **Contract Administration.** Each IOU serving as a contract administrator will contract with, and pay all CBOs selected for the CBO Pilot. As contract administrator, each IOU will also
 - a. establish checklist of programs and services for CBOs to utilize in reporting options considered for each customer
 - b. provide initial training and ongoing consultation for each contracted CBO
 - c. participate in and support the CBO Pilot Working Group
10. **Tracking and Reporting.** The CBO Pilot Working Group will consider the Emergency Rental Assistance Program model of tracking and reporting, published the CPUC website at:

<https://www.cpuc.ca.gov/consumer-support/consumer-programs-and-services/electrical-energy-and-energy-efficiency/energy-utility-arrearages>

Specifically, the CBO Pilot Working Group shall develop and propose

- data tracking,
- meetings or workshops during the first year of the CBO Program to interpret the reported metrics
- producing an informal evaluation and recommendations or lessons learned for any future program by September 2023 based on tracking reports and stakeholder meetings or workshops.

11. **Evaluation.** The CBO Pilot Working Group shall include in the budget a professional independent evaluation of the CBO Pilot.

(END OF ATTACHMENT B)

ATTACHMENT C

Attachment C

Investor-Owned Utilities' Community Based Organization Network Template as of
February 18, 2022

Available on the Commission's Energy Arrears webpage at
<https://www.cpuc.ca.gov/consumer-support/consumer-programs-and-services/electrical-energy-and-energy-efficiency/energy-utility-arrearages>

(END OF ATTACHMENT C)

ATTACHMENT D

Attachment D**Targeted Communities for Community Based Organization Arrears Case Management Pilot****Targeted Communities by County and City Name**

Targeted Community, Generally	Count of households	IOUs and elec baseline region	spending of available budget on electric bills (lowest 20% resourced hh, AR20)	spending of available budget on electricity (middle resourced hh, AR50)
<u>SOUTHERN CALIFORNIA</u>	230,609			
San Bernardino County (Northeast)--Twentynine Palms & Barstow Cities	4,632	SCE 15/SCG	14.5%	4.8%
Riverside County--Palm Desert, La Quinta (West) & Desert Hot Springs Cities	112,000	SCE 15/SCG	17.8%	4.0%
Riverside County (East)--Indio, Coachella, Blythe & La Quinta (East) Cities	8,227	SCE 15/SCG	24.1%	5.3%
Riverside County (Central)--Cathedral City, Palm Springs & Rancho Mirage Cities	105,657	SCE 15/SCG	16.2%	4.1%
Imperial County--El Centro City	93	SCE 15/SCG	19.1%	4.4%
<u>CENTRAL CALIFORNIA</u>	333,448			
Kern County (Central)--Bakersfield City (Southeast)	32,895	PG&E W	11.0%	4.2%
Kern County (Central)--Bakersfield City (Northeast)	56,329	PG&E W, R	16.3%	4.1%
Tulare County (Outside Visalia, Tulare & Porterville Cities)	28,163	SCE 13/SCG	12.5%	4.0%
Tulare County (Outside Visalia, Tulare & Porterville Cities)	16,646	PG&E R, W, Y	12.5%	4.0%
Fresno County (West)--Selma, Kerman & Coalinga Cities	41	PG&E Y	11.9%	4.4%
Fresno County (Central)--Fresno City (Southwest)	93,675	PG&E R	21.9%	4.6%
Fresno County (Central)--Fresno City (Southeast)	48,789	PG&E R	19.4%	4.5%
Fresno County (Central)--Fresno City (East Central)	56,910	PG&E R	25.1%	4.4%
<u>NORTHERN CALIFORNIA</u>	56,522			
Colusa, Glenn, Tehama and Trinity Counties	1,479	PG&E P, Y	13.1%	4.3%
Butte County (Oroville City and Paradise Town)	7,372	PG&E P, Y	14.1%	4.4%

Humboldt County	13,206	PG&E Y	16.9%	4.2%
Lake & Mendocino Counties	34,465	PG&E P	14.6%	4.3%

Targeted Communities by Zip Codes and Associated PUMA

	Zip codes	Reference City	PUMA
1	90023	LOS ANGELES	03744
2	90033	LOS ANGELES	03744
3	90063	LOS ANGELES	03744
4	92203	INDIO	06515
5	92210	INDIAN WELLS	06515
6	92211	PALM DESERT	06502,06515
7	92220	BANNING	06502
8	92225	BLYTHE	06501,07101,02500
9	92226	BLYTHE	06501
10	92227	BRAWLEY	02500
11	92234	CATHEDRAL CITY	06502
12	92235	CATHEDRAL CITY	06502
13	92236	COACHELLA	06501
14	92239	DESERT CENTER	06501
15	92240	DESERT HOT SPRINGS	06515
16	92241	DESERT HOT SPRINGS	06501,06515
17	92242	EARP	07101
18	92250	HOLTVILLE	02500
19	92252	JOSHUA TREE	07101
20	92253	LA QUINTA	06515
21	92255	PALM DESERT	06515
22	92256	MORONGO VALLEY	07101
23	92257	NILAND	02500
24	92258	NORTH PALM SPRINGS	06515
25	92260	PALM DESERT	06502,06515
26	92261	PALM DESERT	06515
27	92262	PALM SPRINGS	06502
28	92263	PALM SPRINGS	06502
29	92264	PALM SPRINGS	06502
30	92266	PALO VERDE	02500
31	92267	PARKER DAM	07101
32	92268	PIONEERTOWN	07101
33	92270	RANCHO MIRAGE	06502
34	92274	THERMAL	06515
35	92276	THOUSAND PALMS	06502,06515
36	92277	TWENTYNINE PALMS	07101
37	92278	TWENTYNINE PALMS	07101

38	92280	VIDAL	07101
39	92282	WHITEWATER	06502
40	92283	WINTERHAVEN	02500
41	92284	YUCCA VALLEY	07101
42	92285	LANDERS	07101
43	92304	AMBOY	07101
44	92309	BAKER	07101
45	92311	BARSTOW	07101
46	92323	CIMA	07101
47	92327	DAGGETT	07101
48	92332	ESSEX	07101
49	92338	LUDLOW	07101
50	92356	LUCERNE VALLEY	07101
51	92363	NEEDLES	07101
52	92364	NIPTON	07101
53	92365	NEWBERRY SPRINGS	07101
54	92366	MOUNTAIN PASS	07101
55	92536	AGUANGA	06515
56	92539	ANZA	06515
57	92549	IDYLLWILD	06502
58	92561	MOUNTAIN CENTER	06502,06515
59	93201	ALPAUGH	10703
60	93203	ARVIN	02904
61	93207	CALIFORNIA HOT SPRINGS	10703
62	93208	CAMP NELSON	10703
63	93210	COALINGA	01901
64	93212	CORCORAN	10703
65	93215	DELANO	10703
66	93218	DUCOR	10703
67	93219	EARLIMART	10703
68	93220	EDISON	02904
69	93221	EXETER	10703
70	93223	FARMERSVILLE	10703
71	93230	HANFORD	10703
72	93235	IVANHOE	10703
73	93237	KAWEAH	10703
74	93241	LAMONT	02904
75	93244	LEMON COVE	10703
76	93247	LINDSAY	10703
77	93256	PIXLEY	10703
78	93257	PORTERVILLE	10703
79	93260	POSEY	10703

80	93261	RICHGROVE	10703
81	93262	SEQUOIA NATIONAL PARK	10703
82	93265	SPRINGVILLE	10703
83	93267	STRATHMORE	10703
84	93270	TERRA BELLA	10703
85	93271	THREE RIVERS	10703
86	93272	TIPTON	10703
87	93274	TULARE	10703
88	93286	WOODLAKE	10703
89	93291	VISALIA	10703
90	93292	VISALIA	10703
91	93301	BAKERSFIELD	02903
92	93302	BAKERSFIELD	02903
93	93303	BAKERSFIELD	02903
94	93304	BAKERSFIELD	02904,02903
95	93305	BAKERSFIELD	02903
96	93306	BAKERSFIELD	02903
97	93307	BAKERSFIELD	02904,02903
98	93308	BAKERSFIELD	02903
99	93384	BAKERSFIELD	02904
100	93385	BAKERSFIELD	02903
101	93386	BAKERSFIELD	02903
102	93387	BAKERSFIELD	02903
103	93527	INYOKERN	10703
104	93603	BADGER	10703
105	93611	CLOVIS	01903
106	93612	CLOVIS	01903
107	93615	CUTLER	10703
108	93618	DINUBA	10703
109	93624	FIVE POINTS	01901
110	93631	KINGSBURG	10703
111	93633	KINGS CANYON NATIONAL PK	10703
112	93641	MIRAMONTE	10703
113	93646	ORANGE COVE	10703
114	93647	OROSI	10703
115	93654	REEDLEY	10703
116	93666	SULTANA	10703
117	93670	YETTEM	10703
118	93673	TRAYER	10703
119	93675	SQUAW VALLEY	10703
120	93701	FRESNO	01904,01905
121	93702	FRESNO	01903,01904,01905

122	93703	FRESNO	01903,01904
123	93704	FRESNO	01904
124	93705	FRESNO	01904
125	93706	FRESNO	01904,01905
126	93707	FRESNO	01904
127	93708	FRESNO	01904
128	93709	FRESNO	01904
129	93710	FRESNO	01903,01904
130	93711	FRESNO	01904
131	93712	FRESNO	01904
132	93714	FRESNO	01904
133	93715	FRESNO	01904
134	93716	FRESNO	01904
135	93717	FRESNO	01904
136	93718	FRESNO	01904
137	93721	FRESNO	01904,01905
138	93722	FRESNO	01904
139	93723	FRESNO	01904
140	93724	FRESNO	01904
141	93725	FRESNO	01904,01905
142	93726	FRESNO	01903,01904
143	93727	FRESNO	01903,01904
144	93728	FRESNO	01904
145	93737	FRESNO	01905
146	93741	FRESNO	01904
147	93744	FRESNO	01904
148	93745	FRESNO	01905
149	93747	FRESNO	01905
150	93750	FRESNO	01905
151	93755	FRESNO	01904
152	93760	FRESNO	01904
153	93761	FRESNO	01904
154	93764	FRESNO	01904
155	93765	FRESNO	01904
156	93771	FRESNO	01904
157	93772	FRESNO	01904
158	93773	FRESNO	01904
159	93774	FRESNO	01904
160	93775	FRESNO	01904
161	93776	FRESNO	01904
162	93777	FRESNO	01904
163	93778	FRESNO	01904

164	93779	FRESNO	01904
165	93786	FRESNO	01904
166	93790	FRESNO	01904
167	93791	FRESNO	01904
168	93792	FRESNO	01904
169	93793	FRESNO	01904
170	93794	FRESNO	01904
171	93844	FRESNO	01905
172	93888	FRESNO	01905
173	95422	CLEARLAKE	03300
174	95423	CLEARLAKE OAKS	03300
175	95424	CLEARLAKE PARK	03300
176	95426	COBB	03300
177	95428	COVELO	03300
178	95429	DOS RIOS	03300
179	95435	FINLEY	03300
180	95443	GLENHAVEN	03300
181	95449	HOPLAND	03300
182	95451	KELSEYVILLE	03300
183	95453	LAKEPORT	03300
184	95457	LOWER LAKE	03300
185	95458	LUCERNE	03300
186	95461	MIDDLETOWN	03300
187	95464	NICE	03300
188	95467	HIDDEN VALLEY LAKE	03300
189	95469	POTTER VALLEY	03300
190	95470	REDWOOD VALLEY	03300
191	95482	UKIAH	03300
192	95485	UPPER LAKE	03300
193	95490	WILLITS	03300
194	95493	WITTER SPRINGS	03300
195	95494	YORKVILLE	03300
196	95511	ALDERPOINT	02300
197	95514	BLOCKSBURG	02300
198	95519	MCKINLEYVILLE	02300
199	95521	ARCATA	02300
200	95525	BLUE LAKE	02300
201	95526	BRIDGEVILLE	01100,02300
202	95527	BURNT RANCH	01100
203	95528	CARLOTTA	02300
204	95536	FERNDALE	02300
205	95540	FORTUNA	02300

206	95542	GARBERVILLE	02300
207	95545	HONEYDEW	02300
208	95546	HOOPA	02300
209	95547	HYDESVILLE	02300
210	95549	KNEELAND	02300
211	95550	KORBEL	02300
212	95552	MAD RIVER	01100
213	95553	MIRANDA	02300
214	95554	MYERS FLAT	02300
215	95555	ORICK	02300
216	95556	ORLEANS	02300
217	95558	PETROLIA	02300
218	95559	PHILLIPSVILLE	02300
219	95560	REDWAY	02300
220	95562	RIO DELL	02300
221	95563	SALYER	01100
222	95565	SCOTIA	02300
223	95568	SOMES BAR	02300
224	95569	REDCREST	02300
225	95570	TRINIDAD	02300
226	95571	WEOTT	02300
227	95573	WILLOW CREEK	02300
228	95587	PIERCY	02300
229	95589	WHITETHORN	02300
230	95595	ZENIA	01100
231	95901	MARYSVILLE	00702
232	95912	ARBUCKLE	01100
233	95913	ARTOIS	01100
234	95914	BANGOR	00702
235	95916	BERRY CREEK	00702
236	95917	BIGGS	00702
237	95928	CHICO	00702
238	95930	CLIPPER MILLS	00702
239	95932	COLUSA	01100
240	95939	ELK CREEK	01100
241	95940	FEATHER FALLS	00702
242	95941	FORBESTOWN	00702
243	95948	GRIDLEY	00702
244	95954	MAGALIA	00702
245	95955	MAXWELL	01100
246	95963	ORLAND	01100
247	95965	OROVILLE	00702

248	95966	OROVILLE	00702
249	95967	PARADISE	00702
250	95968	PALERMO	00702
251	95969	PARADISE	00702
252	95970	PRINCETON	01100
253	95973	CHICO	01100
254	95978	STIRLING CITY	00702
255	95979	STONYFORD	01100
256	95987	WILLIAMS	01100
257	95988	WILLOWS	01100
258	96007	ANDERSON	01100
259	96010	BIG BAR	01100
260	96021	CORNING	01100
261	96022	COTTONWOOD	01100
262	96024	DOUGLAS CITY	01100
263	96029	FLOURNOY	01100
264	96035	GERBER	01100
265	96041	HAYFORK	01100
266	96046	HYAMPOM	01100
267	96048	JUNCTION CITY	01100
268	96052	LEWISTON	01100
269	96055	LOS MOLINOS	01100
270	96059	MANTON	01100
271	96061	MILL CREEK	01100
272	96063	MINERAL	01100
273	96074	PASKENTA	01100
274	96075	PAYNES CREEK	01100
275	96076	PLATINA	01100
276	96080	RED BLUFF	01100
277	96091	TRINITY CENTER	01100
278	96093	WEAVERVILLE	01100

(END OF ATTACHMENT D)